

Superior Court of CA, County of Siskiyou

**STRATEGIC PLANNING
AND EVALUATION**

**Focus Group Meeting Results
September, October, November, 2001**

Court Staff Focus Groups

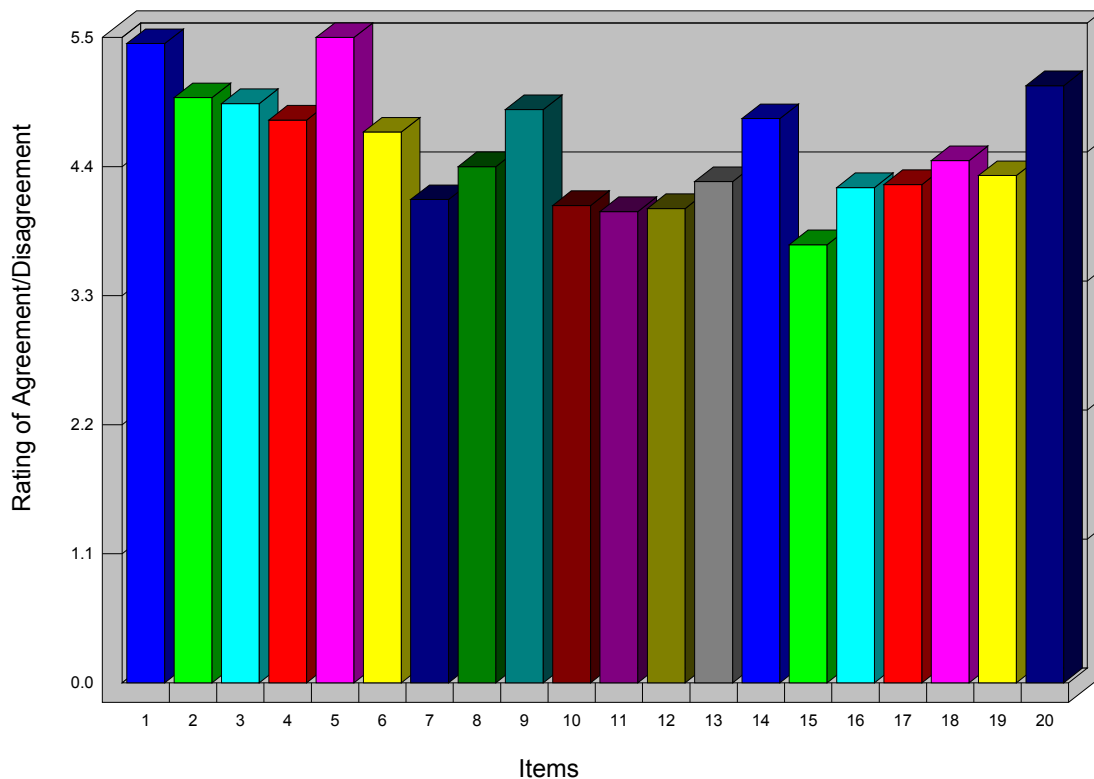
October 8, 2001

Court Access and Quality of Service to the Public Survey

The participants were asked to give their level of agreement or disagreement to the following statements. The scoring was based on a 1 to 7 scale with a "7 = strongly agree" down to a "1 = strongly disagree." The graph tabulates the scores as an average of the submitted numbers. The graph also tabulates a percentage figure that represents a level of consensus. The lower the variability percentage, the more consensus around the mean. The results are shown as follows.

Focus Group Results Graph

Survey on Court Access and Quality of Service



(39 responses)

Focus Group Results Table

# Item	Average Rating	Variability
1. Court employees treat people with respect.	5.5	31%
2. Court employees are available to answer my questions.	5.0	41%
3. The court treats all people fairly, regardless of economic level.	4.9	53%
4. The court responds to requests for information in a reasonable time.	4.8	40%
5. The clerk's office hours are adequate.	5.5	49%
6. The public can easily find court case information.	4.7	40%
7. The court provides enough information to the public about its procedures and services.	4.1	55%
8. The court handles cases within a reasonable amount of time.	4.4	46%
9. The court gives me/my attorney adequate time to state my case.	4.9	47%
10. Court decisions are easy to understand.	4.1	53%
11. The court's decisions are enforced.	4.0	59%
12. The court is responsive to community problems/issues.	4.1	45%
13. Anyone can receive a fair jury trial in this county.	4.3	59%
14. It is easy to find court buildings.	4.8	54%
15. It is easy to find a parking space near court buildings.	3.7	56%
16. It is easy to find my way around court buildings.	4.2	53%
17. In general, court buildings (restroom, seating, etc.) are adequate.	4.3	53%
18. I feel safe when I am in court buildings.	4.5	53%
19. The court meets the needs of those with disabilities.	4.3	57%
20. The court works well with other parts of the justice system (like: police, attorneys, probation officers and others).	5.1	49%

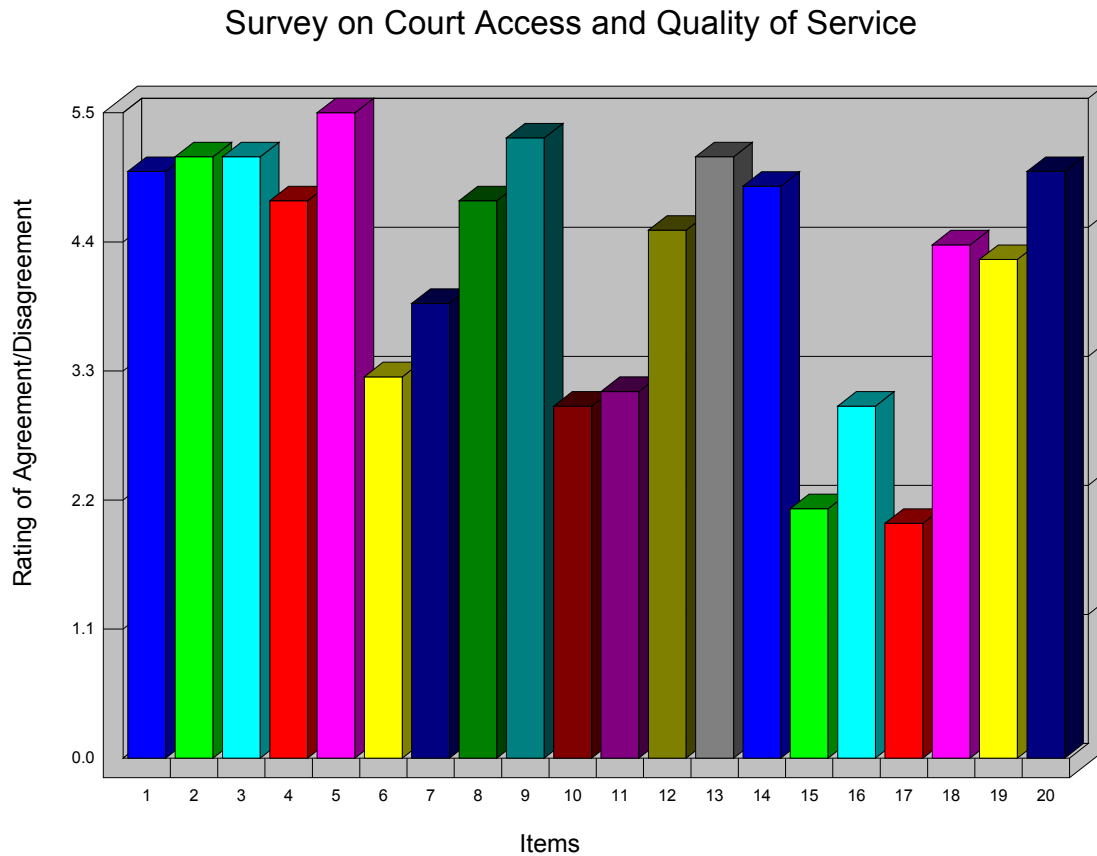
Court Managers Focus Group

September 21, 2001

Court Access and Quality of Service to the Public Survey

The participants were asked to give their level of agreement or disagreement to the following statements. The scoring was based on a 1 to 7 scale with a "7 = strongly agree" down to a "1 = strongly disagree." The graph tabulates the scores as an average of the submitted numbers. The graph also tabulates a percentage figure that represents a level of consensus. The lower the variability percentage, the more consensus around the mean. The results are shown as follows.

Focus Group Results Graph



(8 responses)

Focus Group Results Table

# Item	Average Rating	Variability
1. Court employees treat people with respect.	5.0	44%
2. Court employees are available to answer my questions.	5.1	38%
3. The court treats all people fairly, regardless of economic level.	5.1	53%
4. The court responds to requests for information in a reasonable time.	4.8	54%
5. The clerk's office hours are adequate.	5.5	44%

6. The public can easily find court case information.	3.3	59%
7. The court provides enough information to the public about its procedures and services.	3.9	38%
8. The court handles cases within a reasonable amount of time.	4.8	52%
9. The court gives me/my attorney adequate time to state my case.	5.3	52%
10. Court decisions are easy to understand.	3.0	40%
11. The court's decisions are enforced.	3.1	51%
12. The court is responsive to community problems/issues.	4.5	44%
13. Anyone can receive a fair jury trial in this county.	5.1	58%
14. It is easy to find court buildings.	4.9	45%
15. It is easy to find a parking space near court buildings.	2.1	30%
16. It is easy to find my way around court buildings.	3.0	37%
17. In general, court buildings (restroom, seating, etc.) are adequate.	2.0	37%
18. I feel safe when I am in court buildings.	4.4	49%
19. The court meets the needs of those with disabilities.	4.3	59%
20. The court works well with other parts of the justice system (like: police, attorneys, probation officers and others).	5.0	37%

Legal System Focus Group

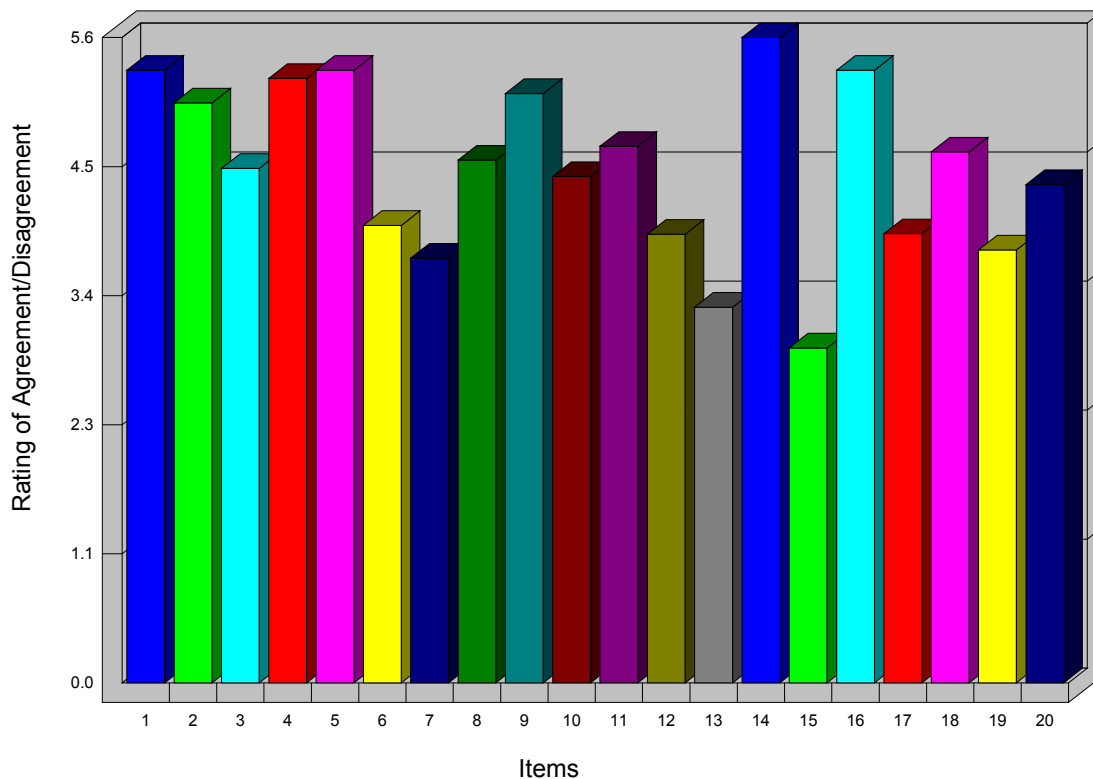
October 9, 2001

Court Access and Quality of Service to the Public Survey

The 14 participants were asked to give their level of agreement or disagreement to the following statements. The scoring was based on a 1 to 7 scale with a "7 = strongly agree" down to a "1 = strongly disagree." The graph tabulates the scores as an average of the submitted numbers. The graph also tabulates a percentage figure that represents a level of consensus. The lower the variability percentage, the more consensus around the mean. The results are shown as follows.

Focus Group Results Graph

Survey on Court Access and Quality of Service



(14 responses)

Focus Group Results Table

Item	Total	Variability
1. Court employees treat people with respect.	5.4	36%
2. Court employees are available to answer my questions.	5.1	49%
3. The court treats all people fairly, regardless of economic level.	4.5	55%
4. The court responds to requests for information in a reasonable time.	5.3	40%
5. The clerk's office hours are adequate.	5.4	61%
6. The public can easily find court case information.	4.0	41%
7. The court provides enough information to the public about its procedures and services.	3.7	49%
8. The court handles cases within a reasonable amount of time.	4.6	51%
9. The court gives me/my attorney adequate time to	5.2	44%

state my case.		
10. Court decisions are easy to understand.	4.4	54%
11. The court's decisions are enforced.	4.7	56%
12. The court is responsive to community problems/issues.	3.9	42%
13. Anyone can receive a fair jury trial in this county.	3.3	56%
14. It is easy to find court buildings.	5.6	39%
15. It is easy to find a parking space near court buildings.	2.9	63%
16. It is easy to find my way around court buildings.	5.4	54%
17. In general, court buildings (restroom, seating, etc.) are adequate.	3.9	67%
18. I feel safe when I am in court buildings.	4.6	66%
19. The court meets the needs of those with disabilities.	3.8	47%
20. The court works well with other parts of the justice system (like: police, attorneys, probation officers and others).	4.4	42%

Law Enforcement Focus Group

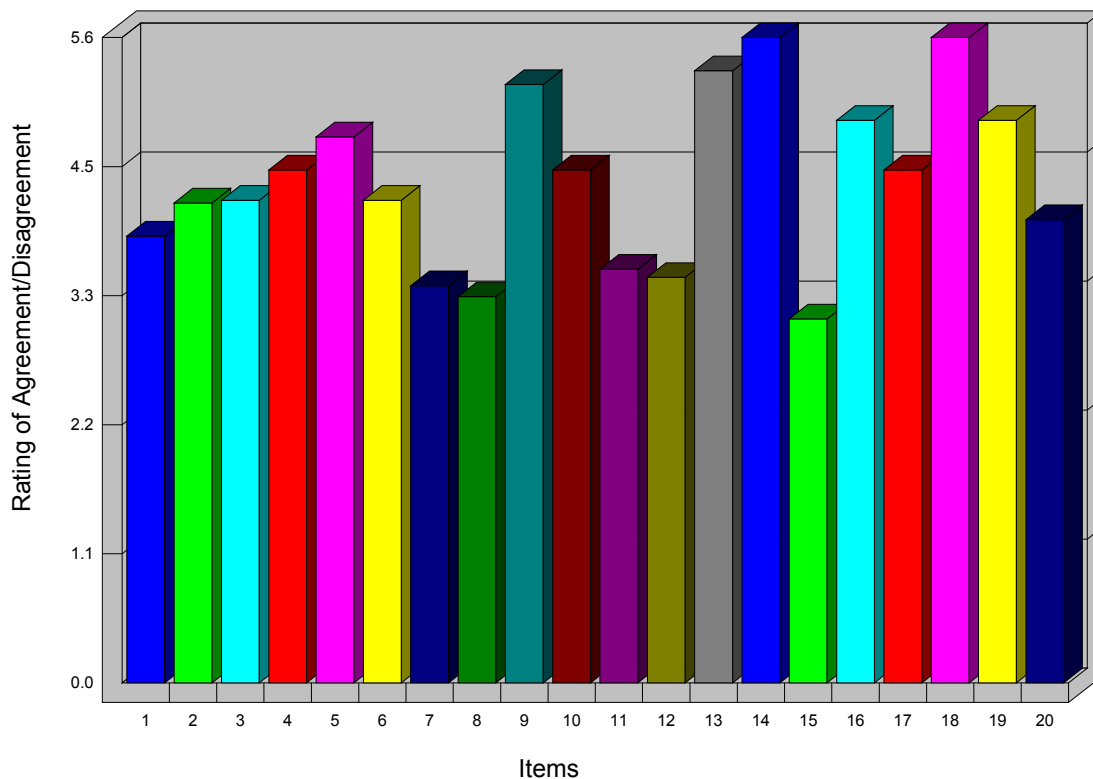
October 10, 2001

Court Access and Quality of Service to the Public Survey

The 7 participants were asked to give their level of agreement or disagreement to the following statements. The scoring was based on a 1 to 7 scale with a "7 = strongly agree" down to a "1 = strongly disagree." The graph tabulates the scores as an average of the submitted numbers. The graph also tabulates a percentage figure that represents a level of consensus. The lower the variability percentage, the more consensus around the mean. The results are shown as follows.

Focus Group Results Graph

Survey on Court Access and Quality of Service



(7 responses)

Focus Group Results Table

# Item	Average Rating	Variability
1. Court employees treat people with respect.	3.9	48%
2. Court employees are available to answer my questions.	4.1	48%
3. The court treats all people fairly, regardless of economic level.	4.2	35%
4. The court responds to requests for information in a reasonable time.	4.4	53%
5. The clerk's office hours are adequate.	4.7	58%
6. The public can easily find court case information.	4.2	12%
7. The court provides enough information to the public about its procedures and services.	3.4	46%
8. The court handles cases within a reasonable amount of time.	3.3	56%
9. The court gives me/my attorney adequate time to	5.2	35%

state my case.		
10. Court decisions are easy to understand.	4.4	43%
11. The court's decisions are enforced.	3.6	58%
12. The court is responsive to community problems/issues.	3.5	46%
13. Anyone can receive a fair jury trial in this county.	5.3	63%
14. It is easy to find court buildings.	5.6	30%
15. It is easy to find a parking space near court buildings.	3.1	60%
16. It is easy to find my way around court buildings.	4.9	54%
17. In general, court buildings (restroom, seating, etc.) are adequate.	4.4	46%
18. I feel safe when I am in court buildings.	5.6	55%
19. The court meets the needs of those with disabilities.	4.9	37%
20. The court works well with other parts of the justice system (like: police, attorneys, probation officers and others).	4.0	56%

Former Jurors Focus Group

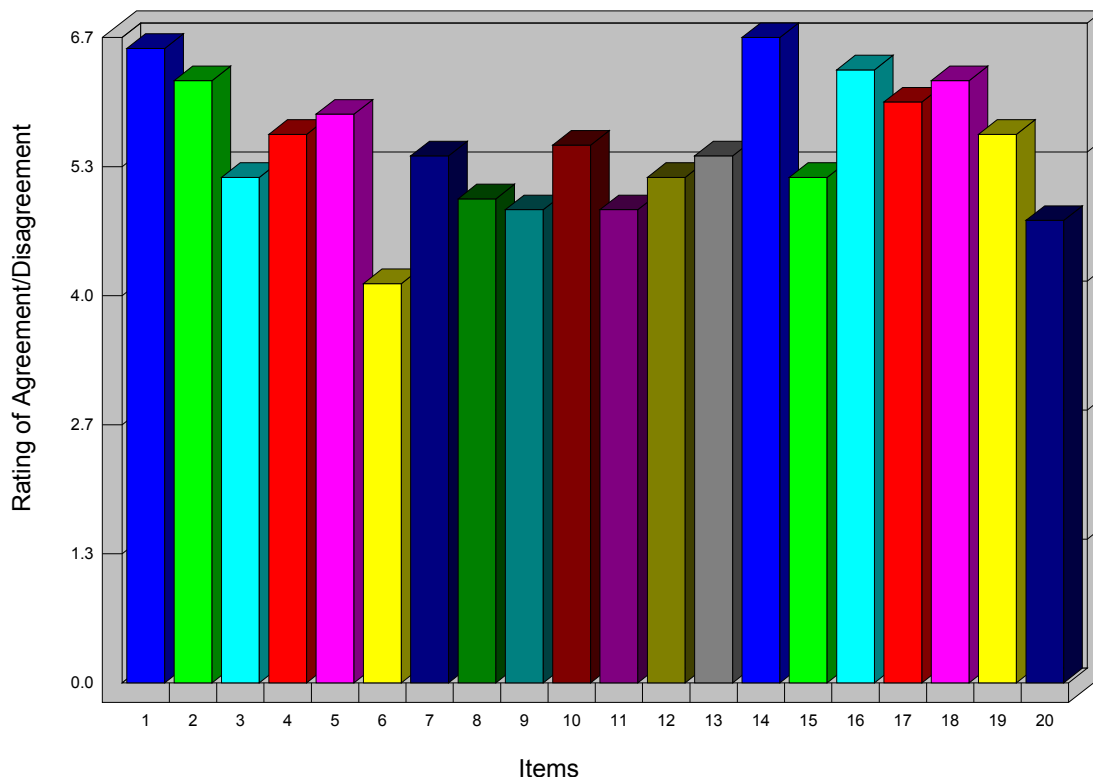
October 10, 2001

Court Access and Quality of Service to the Public Survey

The 9 participants were asked to give their level of agreement or disagreement to the following statements. The scoring was based on a 1 to 7 scale with a "7 = strongly agree" down to a "1 = strongly disagree." The graph tabulates the scores as an average of the submitted numbers. The graph also tabulates a percentage figure that represents a level of consensus. The lower the variability percentage, the more consensus around the mean. The results are shown as follows.

Focus Group Results Graph

Survey on Court Access and Quality of Service



(9 responses)

Focus Group Results Table

# Item	Average Rating	Variability
1. Court employees treat people with respect.	6.6	16%
2. Court employees are available to answer my questions.	6.2	30%
3. The court treats all people fairly, regardless of economic level.	5.2	49%
4. The court responds to requests for information in a reasonable time.	5.7	41%
5. The clerk's office hours are adequate.	5.9	38%
6. The public can easily find court case information.	4.1	11%
7. The court provides enough information to the public about its procedures and services.	5.4	35%
8. The court handles cases within a reasonable amount of time.	5.0	38%
9. The court gives me/my attorney adequate time to state my case.	4.9	36%
10. Court decisions are easy to understand.	5.6	47%

11. The court's decisions are enforced.	4.9	33%
12. The court is responsive to community problems/issues.	5.2	30%
13. Anyone can receive a fair jury trial in this county.	5.4	44%
14. It is easy to find court buildings.	6.7	15%
15. It is easy to find a parking space near court buildings.	5.2	68%
16. It is easy to find my way around court buildings.	6.3	15%
17. In general, court buildings (restroom, seating, etc.) are adequate.	6.0	38%
18. I feel safe when I am in court buildings.	6.2	40%
19. The court meets the needs of those with disabilities.	5.7	41%
20. The court works well with other parts of the justice system (like: police, attorneys, probation officers and others).	4.8	34%

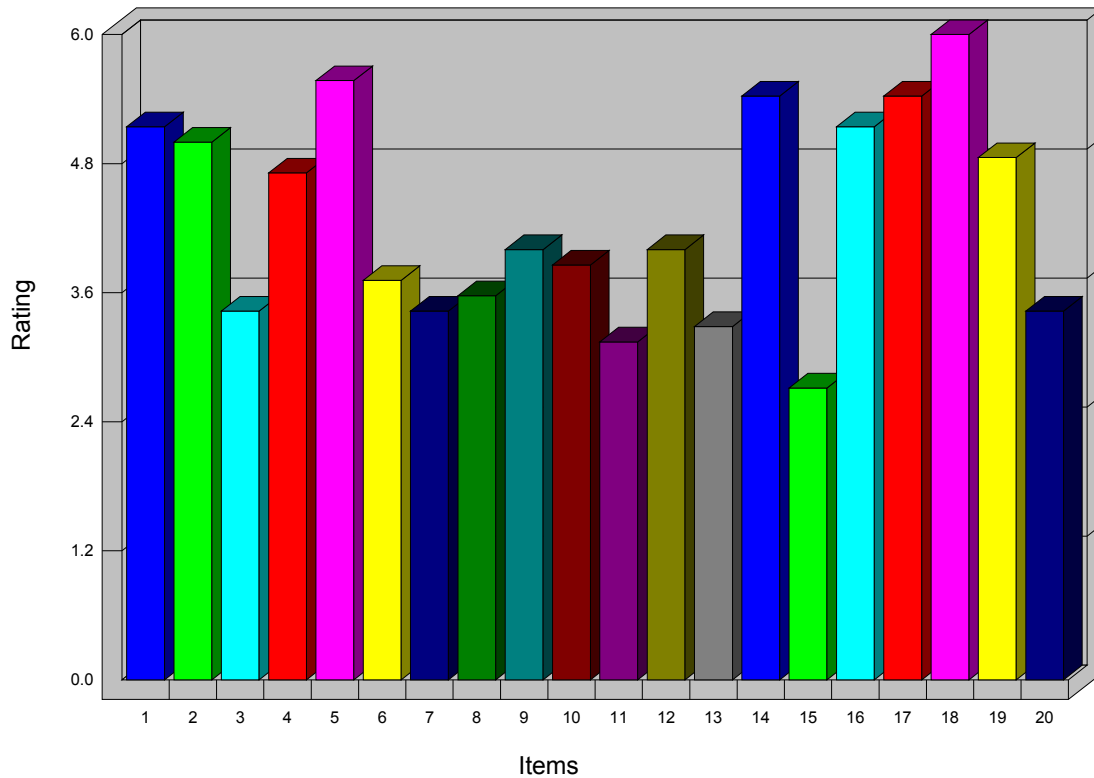
**Public Focus Group Meeting
September 21, 2001**

Court Access and Quality of Service to the Public Survey

The 7 participants, including representatives of the faith community, education, Native Americans, seniors, and service providers, were asked to give their level of agreement or disagreement to the following statements. The scoring was based on a 1 to 7 scale with a "7 = strongly agree" down to a "1 = strongly disagree." The graph tabulates the scores as an average of the submitted numbers. The graph also tabulates a percentage figure that represents a level of consensus. The lower the variability percentage, the more consensus around the mean. The results are shown as follows.

Focus Group Results Graph

Data Summary



(7 responses)

Focus Group Results Table

# Item	Average Rating	Variability
1. Court employees treat people with respect.	5.1	32%
2. Court employees are available to answer my questions.	5.0	39%
3. The court treats all people fairly, regardless of economic level.	3.4	63%
4. The court responds to requests for information in a reasonable time.	4.7	42%
5. The clerk's office hours are adequate.	5.6	24%
6. The public can easily find court case information.	3.7	63%
7. The court provides enough information to the public about its procedures and services.	3.4	58%
8. The court handles cases within a reasonable amount of time.	3.6	75%
9. The court gives me/my attorney adequate time to state my case.	4.0	50%

10. Court decisions are easy to understand.	3.9	57%
11. The court's decisions are enforced.	3.1	57%
12. The court is responsive to community problems/issues.	4.0	56%
13. Anyone can receive a fair jury trial in this county.	3.3	63%
14. It is easy to find court buildings.	5.4	24%
15. It is easy to find a parking space near court buildings.	2.7	29%
16. It is easy to find my way around court buildings.	5.1	60%
17. In general, court buildings (restroom, seating, etc.) are adequate.	5.4	49%
18. I feel safe when I am in court buildings.	6.0	30%
19. The court meets the needs of those with disabilities.	4.9	37%
20. The court works well with other parts of the justice system (like: police, attorneys, probation officers and others).	3.4	49%

**Domestic Violence Task Force
Focus Group**

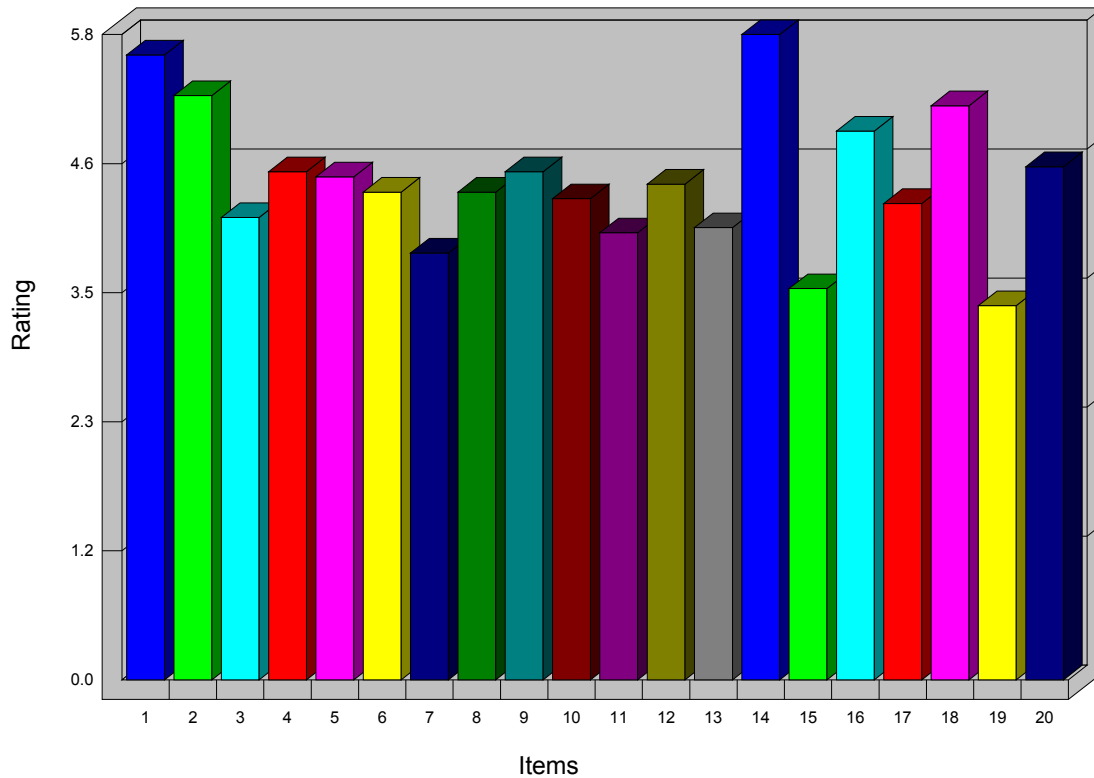
September 20, 2001

Court Access and Quality of Service to the Public Survey

The participants were asked to give their level of agreement or disagreement to the following statements. The scoring was based on a 1 to 7 scale with a "7 = strongly agree" down to a "1 = strongly disagree." The graph tabulates the scores as an average of the submitted numbers. The graph also tabulates a percentage figure that represents a level of consensus. The lower the variability percentage, the more consensus around the mean. The results are shown as follows:

Focus Group Results Graph

Data Summary



(23 responses)

Focus Group Results Table

# Item	Average Rating	Variability
1. Court employees treat people with respect.	5.6	42%
2. Court employees are available to answer my questions.	5.2	47%
3. The court treats all people fairly, regardless of economic level.	4.1	54%
4. The court responds to requests for information in a reasonable time.	4.5	50%
5. The clerk's office hours are adequate.	4.5	58%
6. The public can easily find court case information.	4.4	49%
7. The court provides enough information to the public about its procedures and services.	3.8	37%
8. The court handles cases within a reasonable amount of time.	4.4	39%
9. The court gives me/my attorney adequate time to state my case.	4.5	37%

10. Court decisions are easy to understand.	4.3	57%
11. The court's decisions are enforced.	4.0	48%
12. The court is responsive to community problems/issues.	4.4	46%
13. Anyone can receive a fair jury trial in this county.	4.0	56%
14. It is easy to find court buildings.	5.8	47%
15. It is easy to find a parking space near court buildings.	3.5	67%
16. It is easy to find my way around court buildings.	4.9	58%
17. In general, court buildings (restroom, seating, etc.) are adequate.	4.3	59%
18. I feel safe when I am in court buildings.	5.1	50%
19. The court meets the needs of those with disabilities.	3.3	49%
20. The court works well with other parts of the justice system (like: police, attorneys, probation officers and others).	4.6	45%

Family Interagency Services Council (FISC)
The local Child Abuse Prevention Council

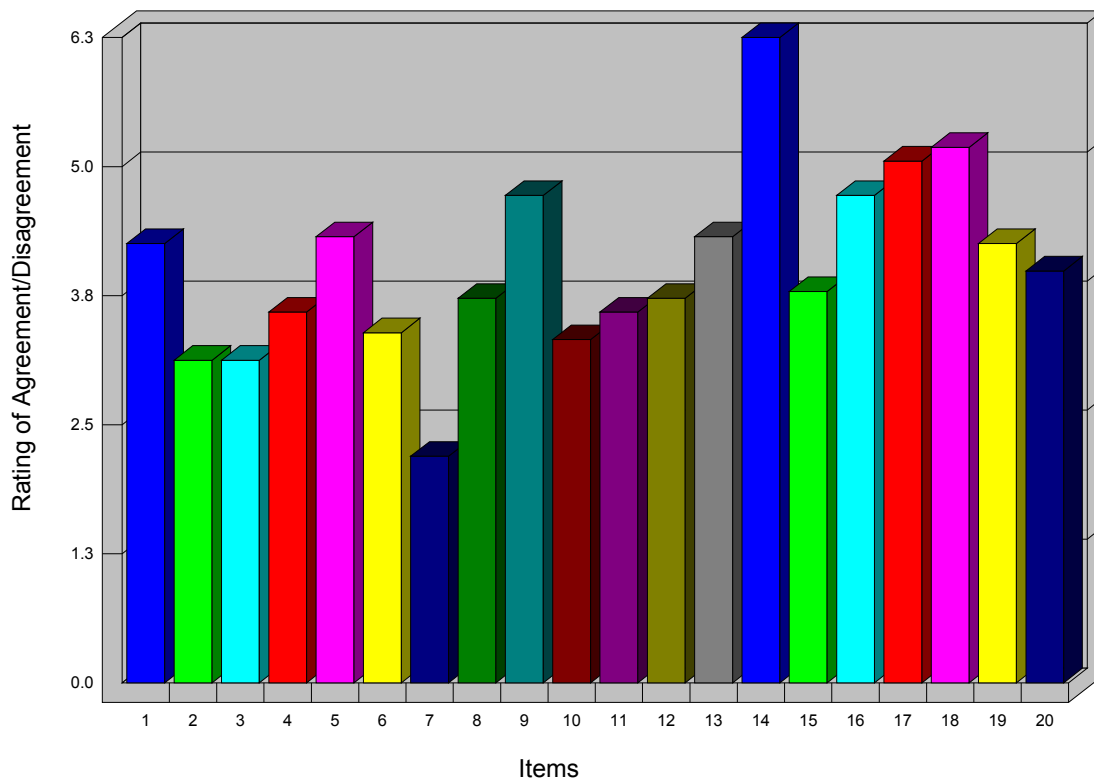
November 1, 2001

Court Access and Quality of Service to the Public Survey

15 Participants, including Foster Family parents, Juvenile Drug Court kid partents and service providers, were asked to give their level of agreement or disagreement to the following statements. The scoring was based on a 1 to 7 scale with a "7 = strongly agree" down to a "1 = strongly disagree." The graph tabulates the scores as an average of the submitted numbers. The graph also tabulates a percentage figure that represents a level of consensus. The lower the variability percentage, the more consensuses around the mean. The results are shown as follows:

Focus Group Results Graph

Survey on Court Access and Quality of Service



(15 responses)

Focus Group Results Table

# Item	Average Rating	Variability
1. Court employees treat people with respect.	4.3	49%
2. Court employees are available to answer my questions.	3.1	48%
3. The court treats all people fairly, regardless of economic level.	3.1	40%
4. The court responds to requests for information in a reasonable time.	3.6	40%
5. The clerk's office hours are adequate.	4.3	43%
6. The public can easily find court case information.	3.4	54%
7. The court provides enough information to the public about its procedures and services.	2.2	32%
8. The court handles cases within a reasonable amount of time.	3.7	50%
9. The court gives me/my attorney adequate time to state my case.	4.7	44%
10. Court decisions are easy to understand.	3.3	56%
11. The court's decisions are enforced.	3.6	55%

12. The court is responsive to community problems/issues.	3.7	35%
13. Anyone can receive a fair jury trial in this county.	4.3	49%
14. It is easy to find court buildings.	6.3	22%
15. It is easy to find a parking space near court buildings.	3.8	56%
16. It is easy to find my way around court buildings.	4.7	46%
17. In general, court buildings (restroom, seating, etc.) are adequate.	5.1	42%
18. I feel safe when I am in court buildings.	5.2	47%
19. The court meets the needs of those with disabilities.	4.3	41%
20. The court works well with other parts of the justice system (like: police, attorneys, probation officers and others).	4.0	47%